

Program Description/Textbook or Print Instructional Material

Vendor: Thomson Learning/Course Technology Web Address: www.course.com

Title: A Guide to Help Desk Concepts

Author: Knapp Copyright: 2003

ISBN: 0-619-15946-4 Course/Content Area: Vocational and Career Education; Information Technology Program; Help Desk;

Intended Grade or Level: 9-12 Readability Level: 10.8 (Flesch-Kincaid)

List Price: 42.95 Lowest Wholesale Price: 32.00

All materials bid as of July 1, 2003 must be offered in an alternative format for students who require reading accommodations. A description of the levels of accommodation is included on p. 8-9 of this bid packet. The Kentucky Department of Education must receive a copy of the alternative format if the material is placed on the State Multiple List.

Level of Accommodations (Level One, Two or Three) Level Three

If Level Two or Three, please provide rationale for not meeting Level One Compliance It is not financially feasible for our products to meet Level One at this time.

FEATURES

DISCLAIMER: The features of each book or program were developed by the publisher and do not reflect the opinion of the State Review Team, State Textbook Commission, nor of the Kentucky Department of Education.

Content

- The second edition of Donna Knapp's highly successful first edition introduces service concepts, skill sets, career paths, and operations of the help desk industry.
- People, processes, technology, and information, the four integrated components of a successful help desk, are each explored in detail in separate chapters
- Written by a leading Help Desk consultant and trainer, former Help Desk support engineer and service engineer and service manager
- New! Coverage of Customer Relationship Management initiatives, remote support, use of web-based technologies, skills needed to communicate via the Web, and telephony advances

Student Experiences

- Provides real-world computer support examples, case studies, and exercises throughout
- Focuses on personal workspace setup, demonstrating how readers can arrange their workspace to be comfortable and improve their performance and success

Assessment

Designed specifically for a first course in any help desk or user support curriculum, this book introduces readers to the service concepts, skill sets, career paths, and operations of the help desk industry. This is one of the first books to present help desk concepts from an educational perspective and provide an overview of the help desk for individuals interested in pursuing a career in customer support. The author is a leading help desk consultant, trainer, and former

help desk support engineer and service manager. The author's expertise provides strong real-world computer support examples, case studies, and exercises throughout the book.

Organization

1. Introduction to Help Desk Concepts
2. Help Desk Operations
3. The People Component: Help Desk Roles and Responsibilities
4. The Process Component: Help Desk Processes and Procedures
5. The Technology Component: Help Desk Tools and Technologies
6. The Information Component: Help Desk Performance Measures
7. The Help Desk Setting
8. Customer Support as a Profession

Resource Materials

Gratis Items To Be Provided And Under What Conditions

Instructor's Resource Kit (0-619-15947-2) Free 1 per teacher

Available Ancillary Materials

RESEARCH DATA AND EVIDENCE OF EFFECTIVENESS

DISCLAIMER: The research data and evidence of effectiveness was provided by the publisher and does not reflect the opinion of the State Review Team, State Textbook Commission, nor the Kentucky Department of Education.

NOTE: Please complete this section by indicating the research data and evidence of effectiveness or give a web site where the information is located. If there is no research data and evidence of effectiveness, please indicate ***“not available”*** in the space.



Group V - Career/Technical Vocational/Practical Living Education Instructional Materials Evaluation Tool IT Help Desk



Title: A Guide to Help Desk Concepts		Cost: \$ 32.00	
Publisher: Thomson Learning/Course Technology			
Item Evaluated: Textbook and Software			
Copyright Date: 2003		Evaluator: Scott Horan/David Davis	
Content Level: 9-12		Date of Evaluation: 7/29/2003	
Level of Alternative Format	Level 1 – Full Compliance	Level 2 – Provisional Compliance	Level 3 – Marginal Compliance
This section completed by Exceptional Children Services			

Overall Strengths and/or Weaknesses

Disclaimer: Comments on the strengths and/or weaknesses of each book, material or program were written by members of the State Textbook/Instructional Materials Review Team and reflect their opinions . They do not reflect the opinions of the State Textbook Commission nor the Kentucky Department of Education. In addition, the State Textbook/ Instructional Materials Review Team completed each evaluation form during the week of July 28-Aug. 1, 2003. In order to maintain the integrity of the of the review team's comments, editing was limited to spelling and punctuation.

Recommendations:	
<input checked="checked" type="checkbox"/>	Recommended by reviewers to State Textbook Commission
<input type="checkbox"/>	Not recommended by reviewers to State Textbook Commission

Publisher's Explanation of Reviewer's Comments: By action of the State Textbook Commission, publishers are provided limited space, 150 words, to respond to what they may consider factual errors made by the reviewers in the evaluation.



Group V - Career/Technical Vocational/Practical Living Education Instructional Materials Evaluation Tool IT Help Desk



Title: A Guide to Help Desk Concepts		Publisher: Thomson Learning/Course Technology
Technology Management Summary Data:	20 possible points	____ 15 ____ points earned
Technology Management Comments:		
Technology Presentation/Interface Summary Data:	40 possible points	____ 33 ____ points earned
Technology Presentation/Interface Comments:		
Content Summary Data:	44 possible points	____ 40 ____ points earned
Content Comments:		
Instruction & Management Summary Data	52 possible points	____ 46 ____ points earned
Instruction & Management Comments:		
Organization & Structure Summary Data	36 possible points	____ 34 ____ points earned
Organization & Structure Comments:		
Resource Material Summary Data	40 possible points	____ 23 ____ points earned
Resource Material Comments:		



Group V - Career /Technical & Vocational/Practical Living

Electronic Instructional Media Review Form - A Guide to Help Desk Concepts—Thomson/CT

Stand Alone/Independent or Integrated Software for IT Help Desk



Equipment (circle or change fill color)	Grade Level (circle or change fill color)	Audience (circle or change fill color)	Format (circle or change fill color)	Cost: Included with text	
Windows	Primary	Individual	Stand Alone/Independent	_____single copy	_____site license
Macintosh	Intermediate	Small Group	Integrated	_____network version	_____school version
CD-ROM	Middle	Large Group	Supplemental	_____lab pack of ____ copies	_____online
DVD	High		In lieu of basal test		
Sound					
Other					

If other, explain

Type of Software: Check all that apply	_____Simulation	_____Management	_____Interdisciplinary	_____Problem Solving	_____Tutorial
_____Exploratory	_____Creativity	_____Drill and Practice	_____Critical Thinking	_____Utility	Tests—Other

Rating Scale:	3—Some of the time	1—None of the time
4—All or the time	2—Minimally	0— Not applicable

Management	Rating
Allows customizing for individual learning needs.	4
Allows students to exit and resume at a later time.	3
Keeps a student performance record, where needed.	4
Allows control of various aspects of the software (e.g., turning sound off).	0
Allows for printed reports.	4
Comments:	Total
	15

Presentation/Interface	Rating
Presents material in an organized manner.	4
Has consistent, easy-to-use, on-screen instructions.	4
Has developmentally correct presentation format.	4
Adapts to different learning environments (learning styles/multiple intelligences, etc.)	4
Accessible for special needs students.	3
Runs smoothly, without long delays.	4
Presents easy-to-view text and graphics.	3
Presents easy-to-hear and understand sounds.	0
Avoids unnecessary screens, sounds, and graphics.	4
Provides immediate, appropriate feedback.	3
Comments: Power Point presentations have limited graphics.	Total
	33

Content—IT Help Desk	Rating
Career Focus/Employability Skills/Workplace Readiness Skills (include career portfolio)	4
Demonstrate appropriate telephone etiquette	4
Developing, implementing and updating technical manual of common repairs	4
Knowledge of site-licensing for software and updating of device drivers	3
Train teachers and students to use technology (use client satisfaction model)	4
Install and configure new hardware/software and upgrades	3
Knowledge/skills for setting up, monitoring, and maintaining a computer network	3
Train technicians	1
Operating Technology Help Desk	4
Diagnosing and repairing technological devices and solve networking problems	2
Skills for communication of technical repair procedures to other students and superiors	4
Analyzing trends such as repeated problems with the same computer or user	4
Comments:	Total 40

Rating Scale:	2—Minimally
4—All or the time	1—None of the time
3—Some of the time	0— Not applicable

Instruction and Assessment	Rating
Identifies a Sense of Purpose	4
Builds on Student Ideas	4
Engages Students	3
Develops Computer Maintenance Ideas	4
Promotes Student Thinking	3
Assesses Student Progress	3
Enhances The Learning Environment	3
Reading level is appropriate for interest and ability level of intended student group; level remains consistent throughout.	4
Commonwealth Accountability Testing System (CATS) "like" Assessment is provided	4
Variety of Assessments (diagnostic, formative, summative, open response, multiple choice, individual, small group, oral, demonstrations, presentations, self and peer performance, portfolio prompts) is included.	4
Includes activities and opportunities for integration of technology.	2
Reflects researched-based practices (e.g. hands-on activities, technology, problem-solving situations)	4
Differentiation techniques and activities suggested.	4
Comments:	Total 46

Rating Scale:	3 – Some potential for learning	1 - Not present
4 – High potential for learning	2 – Little potential for learning	0 – Not applicable

Organization and Structure	Rating
Organization is logical and allows for spiraling of content.	4
Vocabulary and key terms are clearly defined and easily accessible within each lesson.	4
Visual illustrations (e.g. graphs, charts, models) and examples are clearly presented and content-related.	4
Illustrations and language reflect diversity (e.g. racial, ethnic, cultural, age, gender, disabilities).	3
Legible type, length of lines, spacing, and page layout and width of margins contribute to overall appearance and use.	4
Student materials seem durable and conducive to daily use.	3
Includes sufficient glossary, index and appendices.	4
Employs accurate grammar and spelling	4
Organization of material can be effectively used with Standards Based Units, Core Content and Program of Studies.	4
Comments: This is a paperback book.	Total 34

Resource Materials	Rating
Teacher materials coordinate easily with student materials (e.g. additional resources included at point of need, student pages shown, integration of technology indicated)	4
Activities are included that adapt to the various learning styles, intelligences, and interest/ability levels.	4
Extension activities including adaptations and accommodations for students with special needs.	3
Resources provide objectives, background information, common student errors, hints, advice for lesson implementation and real-world connections, connections with career and/technology and references (e.g. solution manuals, study guides)	4
Suggestions are made for integration of themes and /or interdisciplinary instruction.	4
Integration opportunities suggested and examples given.	4
Teacher resources are available online.	0
Online resources available – Repeat of information in text.	0
Online resources available – Practice skills only.	0
Online resources available – New application materials.	0
Comments: The accompanying CD has excellent instructor resources such as lesson plans, course syllabus, Power Point presentations, and test bank.	Total 23
Rating Scale:	2—Minimally
4—All or the time	1—None of the time
3—Some of the time	0— Not applicable